

OBSERVATION/DISCUSSION SUMMARY

Sommaire des observations et discussions



Ministry of Health and Long-Term
Care
Health Care Programs Division
Central East Region
465 Davis Drive Newmarket, ON
L3Y 8T2

Date of review/Date de l'inspection

November 18, 19, 22, 23, 24, 25, 2004

Long-Term Care Facility/Etablissement de soins de longue durée:

York Region Maple Health Centre
10424 Keele Street, Maple, Ontario L6A 2L1

Name and title of LTC Division representative/Nom et fonction du (de la) représentant(e) de la Division

Marsha Hardwick RN, BScN, CON(C), Compliance Advisor

Type of review/Genre d'inspection

Annual ☒	Complaint Investigation ☐	Post-sale ☐
Annuelle ☒	Enquête à la suite d'une plainte ☐	Postérieure à la vente ☐
Follow-up ☒	Complaint investigation follow-up ☐	Pre-license ☐
Suivi ☒	Suivi d'une enquête à la suite d'une plainte ☐	Prealable à la délivrance du permis ☐
Referral ☐	Pre-sale ☐	Other (specify) ☐
Visite d'un(e) conseiller(ère) ☐	Prealable à la vente ☐	Autre (précisez) ☐

The following reflect explanatory detail related to observation/discussions over the course of the review. This information is provided as guidance to the facility and written response is not required.

On trouvera ci-dessous une explication détaillée des observations et discussions formulées au cours de l'inspection. Ces renseignements sont fournis à l'établissement à titre d'information; il n'est pas nécessaire d'y répondre par écrit.

- It is strongly recommended that hot water temperatures be monitored daily once per shift in random locations where residents have access to hot water (O1.18).

The following observations and recommendations were discussed:

- To continue working on resident's plan of care that reflect current strengths, abilities, preferences, needs, goals, safety/security risks, and decisions including advance directives. The plans of care should give clear directions to staff providing care particularly related to hours of sleep and rising, cognitive impairment and activation programming (B2.4). It is acknowledged that the plans of care have improved since the last review.
- The care and services provided to each resident should be documented in the resident's record according to facility policies and procedures (B5.2). It was observed that the 'Restraint Monitoring' record was not always completed according to the Home's policies and procedures.
- The maintenance program continue with preventative and remedial painting schedule particularly related to door frames and doors (O2.1).
- All furnishings, including bedside tables should be maintained in good repair and safe for use (O2.12).
- A dietary referral will be made to review York Region Maple Health Centre's program of dietary services.

Received for the Facility by

Marsha Hardwick

Signature of Long-Term Care Division representative

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Les observations suivantes illustrent les résultats de l'inspection des opérations de l'établissement effectuée sur la base des normes et critères du ministère de la Santé en matière de soins aux pensionnaires et de programmes et de services offerts dans les établissements de soins de longue durée.

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